



# Microsoft Managed Services

Help users get the productivity and collaborative benefits of **modern workplace solutions**, with Microsoft 365 Managed Services.

At the heart of our Microsoft 365 Managed Services is the user experience. Our team are here to support your user community, boost technology adoption and maximise your 365 investment.

Here's a snapshot of how we help organisations and their users get the most from Microsoft 365:

## Microsoft 365 End User Support

Comprehensive desktop and Microsoft 365 support including SharePoint, OneDrive, Teams & Exchange. Delivered by our market-leading IT Service Desk team.

## Microsoft 365 Licensing

Make sure you're on the right Microsoft 365 plan for your business. Optimise licensing and reduce costs.

## Microsoft 365 Management

Tenant-level administration and service management including incident management, request management and proactive monitoring and reporting.

## Microsoft 365 Governance & Security

Support for security, compliance, governance and provisioning

## Microsoft 365 IAM

Identity and access management, devices and Windows 10/11.

## Freedom for IT teams

Our Microsoft 365 Managed Services deliver, optimise and support Microsoft 365, providing market-leading end user support, tenant management, strategy and adoption advice to help organisations achieve more with 365.

Leave the management, administration, and support of your Microsoft 365 tenant to us, so your IT team can focus on what matters.

Run your IT team more efficiently by outsourcing Microsoft 365 Managed Services to a trusted Microsoft Gold Partner.

## About Cloud Business

Cloud Business was founded on Microsoft technologies. We live and breathe Microsoft 365!

Our service desk analysts are fully trained and qualified in the support of Microsoft 365, freeing up your IT team to focus on other critical requirements.

As well as Microsoft 365 Managed Services we can also help you migrate to 365 and optimise your deployment for business success.

**Speak to our team to discuss how we can support your organisation:**

### We are flexible in our approach

Our Microsoft 365 Management & Support service includes full operational support for 365.

We are flexible in our approach. Our IT Service Desk team can provide 1st line desktop support, or our technical support team can back up your own IT team with 2nd and 3rd line expertise.

We are happy to do it all, or any combination of support levels.

There is also the option of extended hours, out-of-hours, 24/7/365 IT support and multilingual if required.

### Self-service portal

Online portal for end users to access our 365 knowledge base, raise tickets and make requests.

### 1st, 2nd & 3rd line support

Comprehensive Microsoft 365 support. Flexible options. We aim to resolve tickets at first contact.

### We take ownership of tickets

If we need to escalate a ticket to Microsoft we retain ownership until it is closed.

### White label IT support

Cloud Business becomes an extension of your IT team. But if you want to give users the impression that they're communicating directly with

you, we offer white label IT support.

### Access to the experts

Our Microsoft Certified Professionals configure and manage your solution to help you get the most out of your investment.

### Multilingual service desk

Multilingual capability in English, French, German, Spanish, Italian and Polish. More languages being added all the time.

### 24/7/365 IT support

Extended hours, out-of-hours, core hours, weekends and Bank Holidays, 24/7.

Speak to our team to discuss how we can support your organisation: